

FAMILY-RUN ORGANIZATIONS PROVIDING CHILDREN'S SERVICES

As the caregiver of a biological, foster, kinship or adopted child, you have covered services available at no cost to you from many different agencies. Some of these agencies are family-run organizations.

What is a Family-Run Organization?

Family-run organizations employ parents (biological, foster, kinship or adopted parents) who have real life experience in the behavioral, medical and/or DCS systems. They specialize in providing family support services, and can provide one-on-one support to you.

Family Support Services Can Help You:

- Know that you are not alone
- Navigate the child serving systems
- Locate services/resources that are the "right fit" for the child's and family's needs
- Learn to be an advocate
- Gain new skills to care for your child
- Identify formal and informal support systems
- Develop an individualized service plan
- Manage hospital discharge planning
- Feel supported during Child and Family team meetings (CFT), Foster Care Review Boards (FCRB) and court hearings
- Maintain consistency in your child's care when case managers or therapists change
- Understand notices of action, denials of care and how to submit appeals
- Advocate when an agency's needs and funding conflict with the needs of the child
- Find classes, trainings, support groups and much more

How to Access Services from a Family-Run Organization

1. Choose a provider from the list of family-run organizations on the following page.
2. Ask your child's Case Manager to add "Family Support Services" provided by the family-run organization of your choice to your child's service plan. You have the right to receive services from the provider of YOUR choice.

If you are having difficulty receiving services from the provider of your choice, please contact your assigned Behavioral Health Plan.

- **Cenpatico Integrated Care (C-IC)** in Southern Arizona at 1-866-495-6738
- **Health Choice Integrated (HCIC)** in Northern Arizona at 1-877-923-1400
- **Mercy Maricopa Integrated Care (MMIC)** in Central Arizona at 1-800-564-5465
- **UnitedHealthcare Community Plan (CRS)** at 1-800-348-4058



The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality behavioral health care. If you have questions, or difficulties accessing services, please call **AHCCCS Clinical Resolution Team** at 602-364-4558 or 1-800-867-5808 or by email at CQM@azahcccs.gov.

Caring Connections for Special Needs

Benson, Sierra Vista, Payson, Douglas, Thatcher, Safford, Pima and Tucson

<http://www.ccsneeds.com/home.html>, (520) 686-9436

Caring Connections for Special Needs provides Family Support Partners as well as family support services year round 24/7 either in-home or on site. They also provide services to children who are enrolled in the Behavioral Health System and children with special needs. Their mission is to provide a continuum of evidence and strengths based, culturally sensitive, behavioral health care services for children and their families by providing the right support system.

Programs offered: Family Support Partners, Family Support, In-Home Support, Overnight/Emergency Respite, In School Support, Individual Therapy, Support Groups, Skills Development, Daily Living Skill Building Programs, Transportation, After School Programs, Respite Care/Services, Weekend Therapeutic Events, Personal Care, and Mentors for children.

Family Involvement Center (FIC)

Phoenix, Prescott and Flagstaff

<http://www.familyinvolvementcenter.org>, (602) 288-0155

FIC provides individualized parent-to-parent support, delivered by parents who have first-hand experience raising a child with behavioral, emotional or physical health or developmental needs. **Parent Support Partners** provide or facilitate connections to informational, emotion, social and concrete supports, as well as assistance in navigating child-serving systems (Child Welfare, Juvenile Justice, Education and Developmental Disabilities) and community resources agencies and self-help and leadership skills groups.

FIC operate a Statewide Parent HelpLine and a Parent Assistance Center (PAC) in Phoenix. A Parent Advisors Group and Youth Creating Change meet monthly at Phoenix location.

Programs offered: Parental Peer Support; Parent Education and Behavioral Health Prevention and Promotion Classes, Assessments, Grandparent/Kinship Provider Groups, Support Groups, Care Coordination, Living Skills Training, Transportation, Interpretation, Youth Mentoring Services for youth ages 8 to 17, Trainings for Family Members, Respite Care, Counseling, and Case Management

Mentally Ill Kids In Distress (MIKID)*

Phoenix, Tucson, Yuma, Casa Grande, Kingman, Nogales

<http://www.mikid.org>, (602) 253-1240

MIKID focuses on the strengths of the parents and families and provides support to those raising and caring for children with complex needs. MIKID services are unique in that many of their supports are provided by family members, parents and young adults who have personal lived experience in dealing with behavioral health needs. MIKID provides support, education, and skill development to families and their children, youth and young adults who are experiencing mental health and behavior challenges throughout Arizona.

Programs offered: Family Support, Family Support Groups, Respite, Individual/Group Counseling, Case Management, Respite, Support Groups, Individual and Group Skills Training; Youth Summits; Youth Peer Support; Peer Support training; Youth Council groups/ACERS, Wellness Program, Trainings offered in the community and MIKID, Pre-job Training; Transportation

Reach Family Services / Alcanza Servicios de Familia

Phoenix

<http://www.reachfamilyservicesinc.org> (602) 512.9000

Reach offers a variety of programs that can be tailored to meet the child and family needs.

Reach provides community-based direct support services to children and their families. Their mission is to assist families who are raising children with behavioral health and emotional challenges. Reach can work directly with children to find coping mechanisms and help children manage their symptoms. In addition, they work with the family to help the child and family dynamic.

Programs offered: Family Support, Family Support Partners, Parent/Youth Mentoring, Social/Independent Skills Training, Parenting Classes, collaboration with the Child and Family Team, bilingual English and Spanish services for parents, assistance with the Individual Education (IEP) or 504 plan.